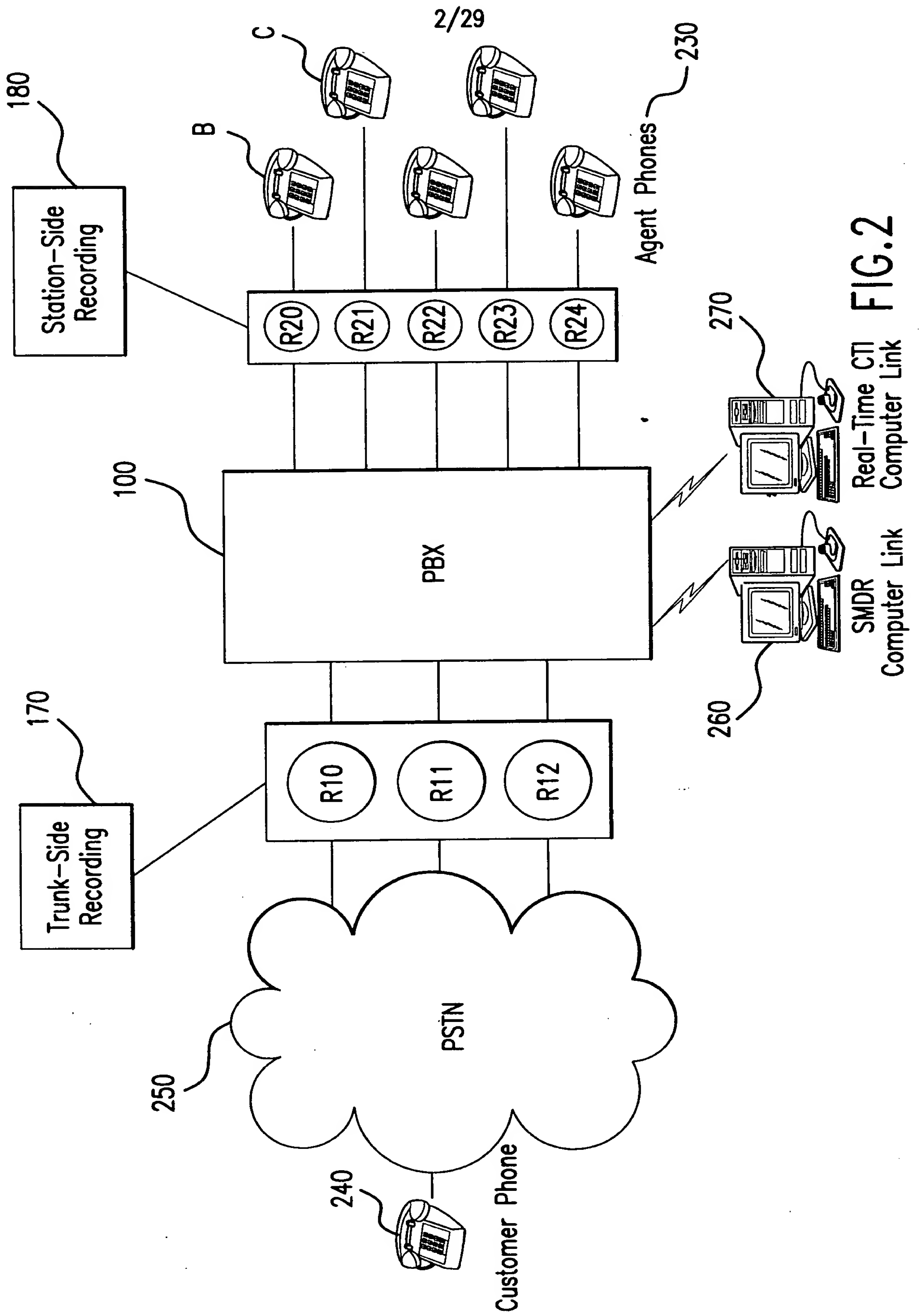


FIG. 1



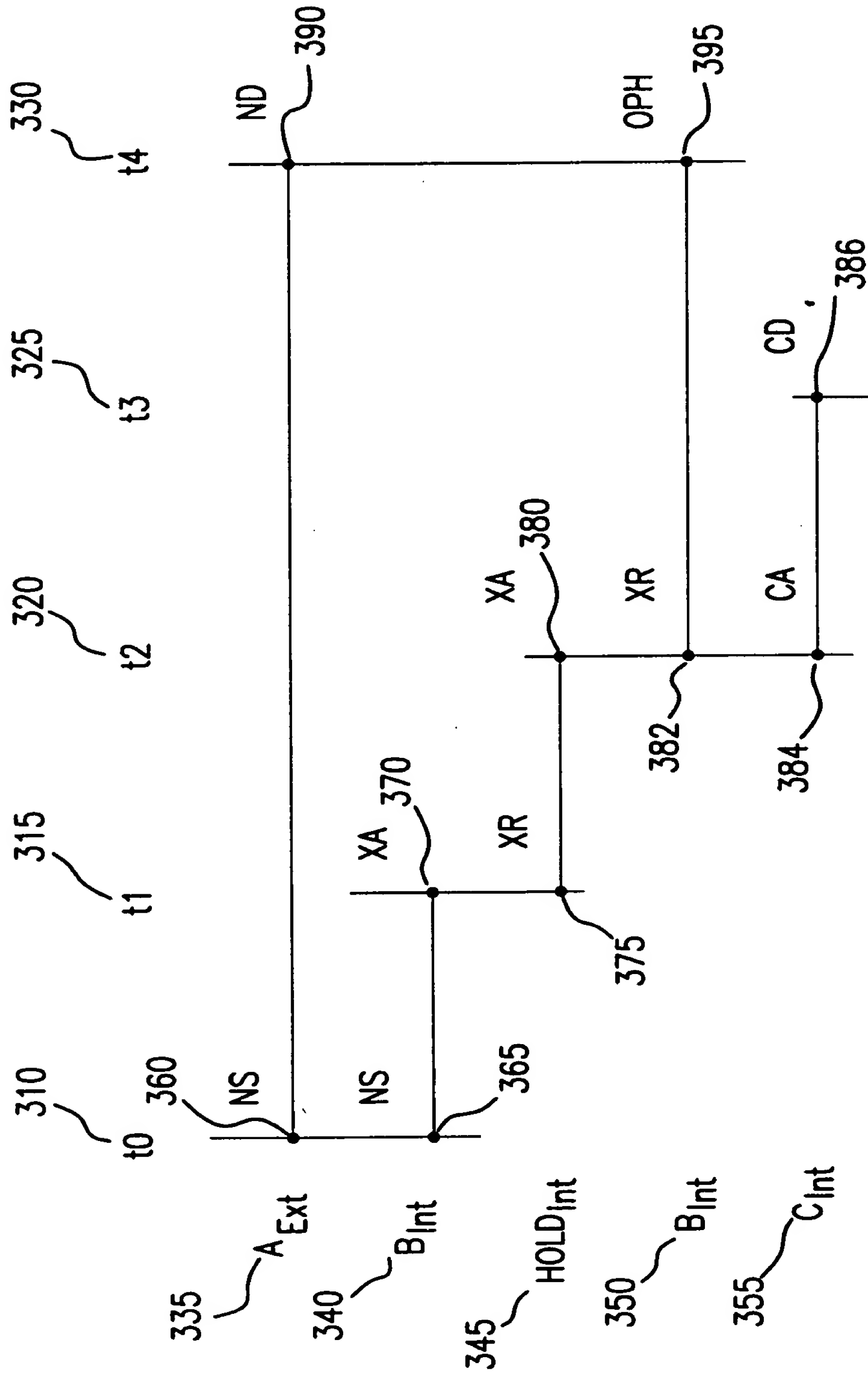


FIG.3

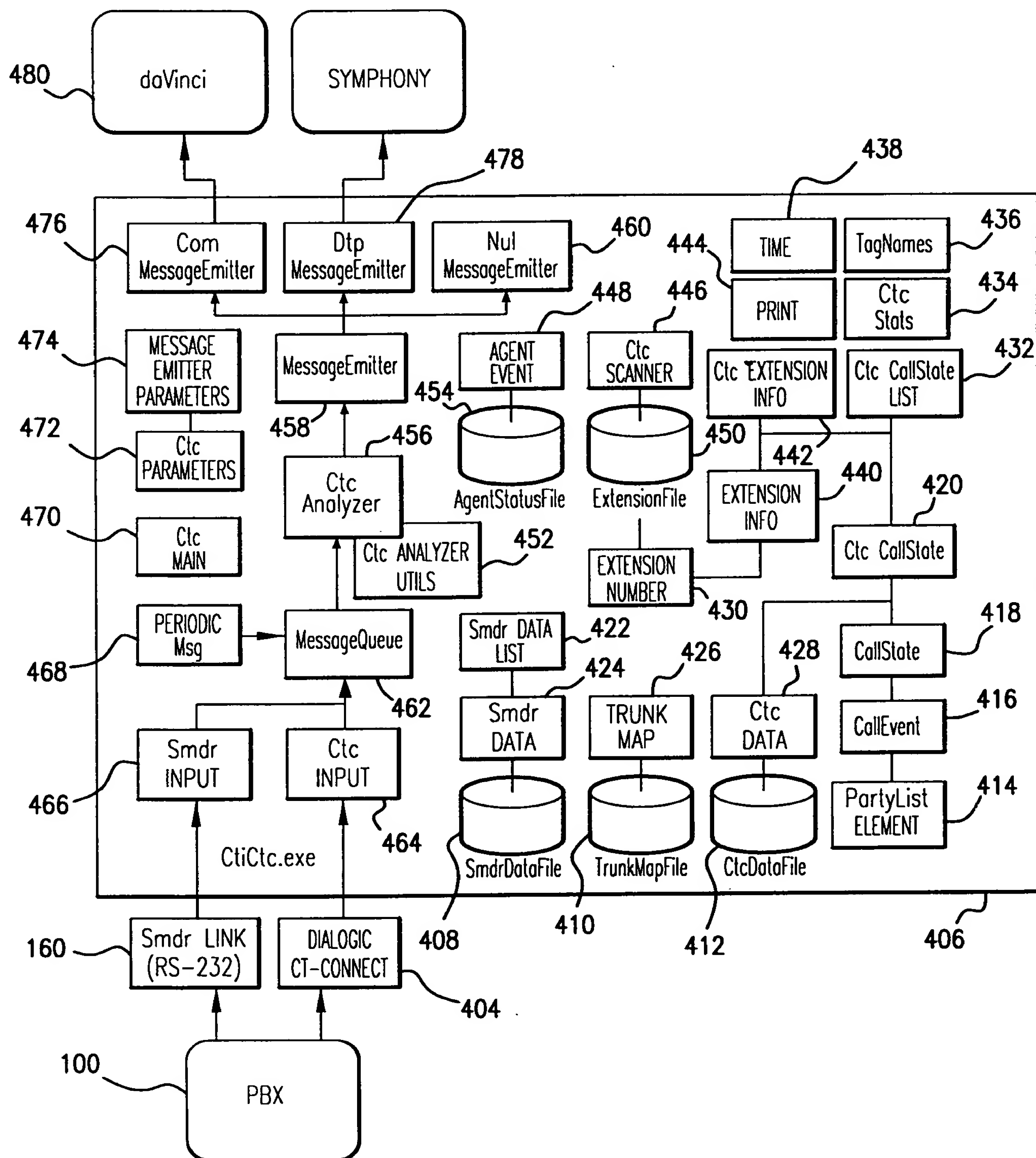


FIG. 4

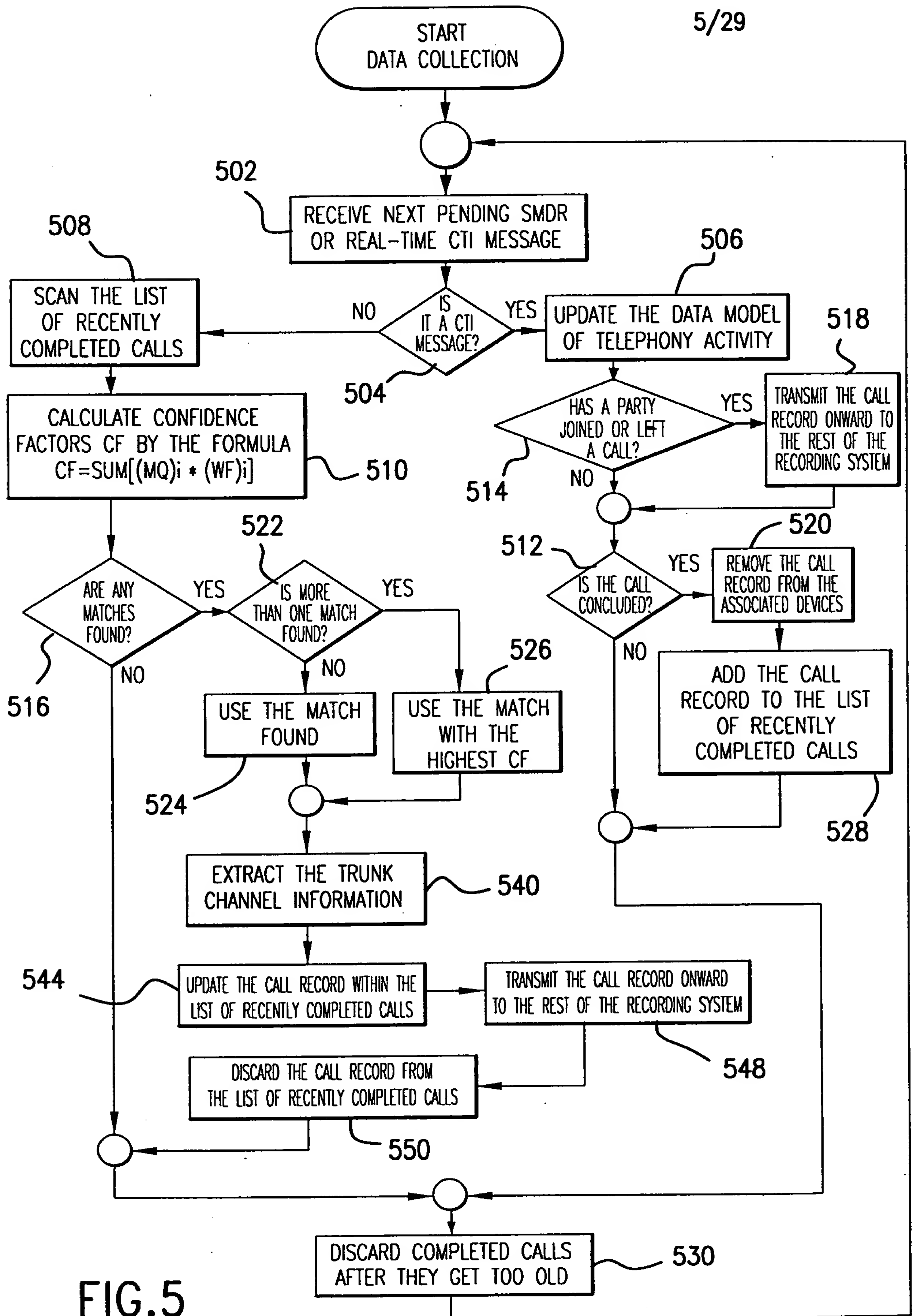


FIG.5

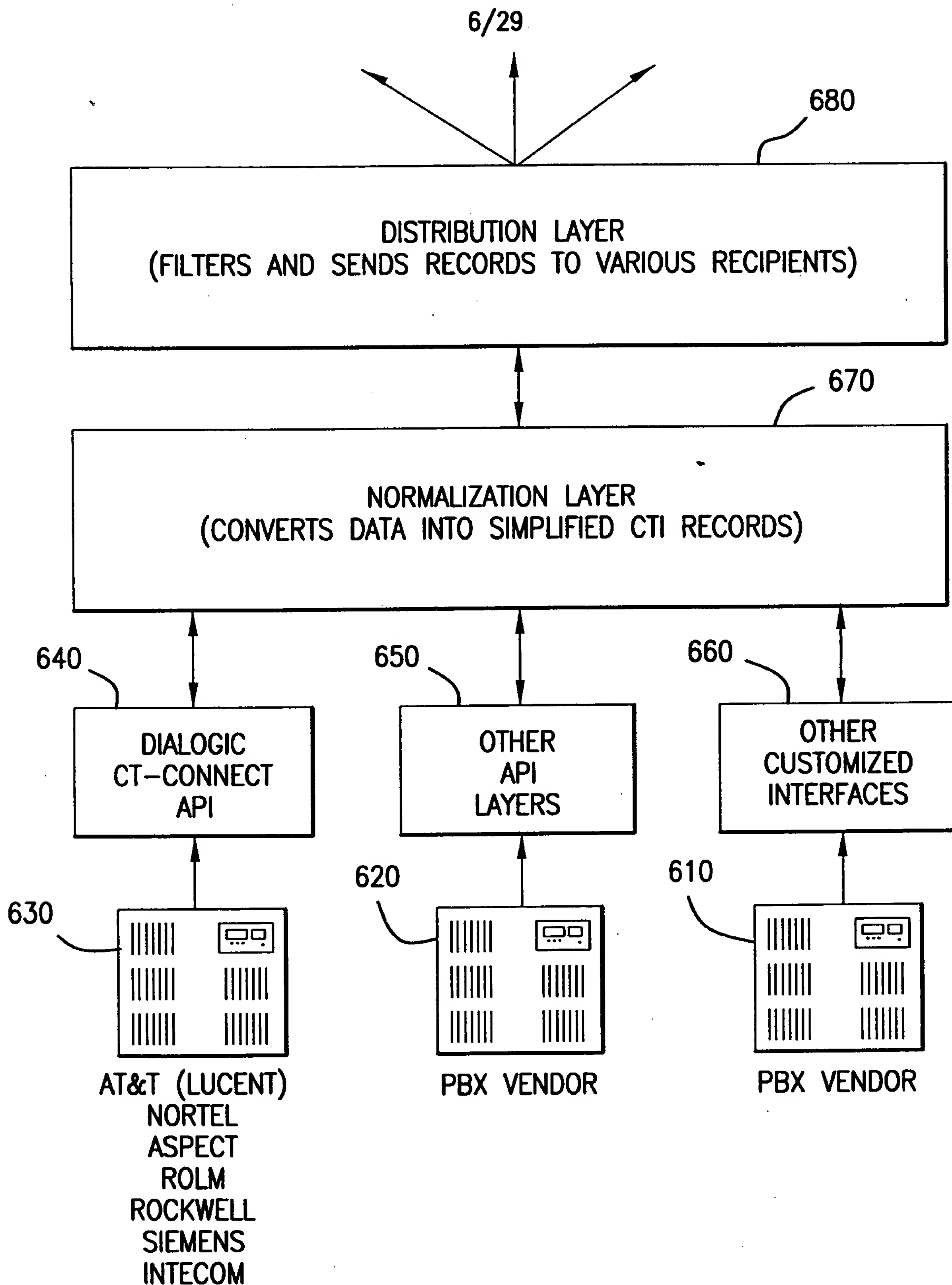


FIG.6

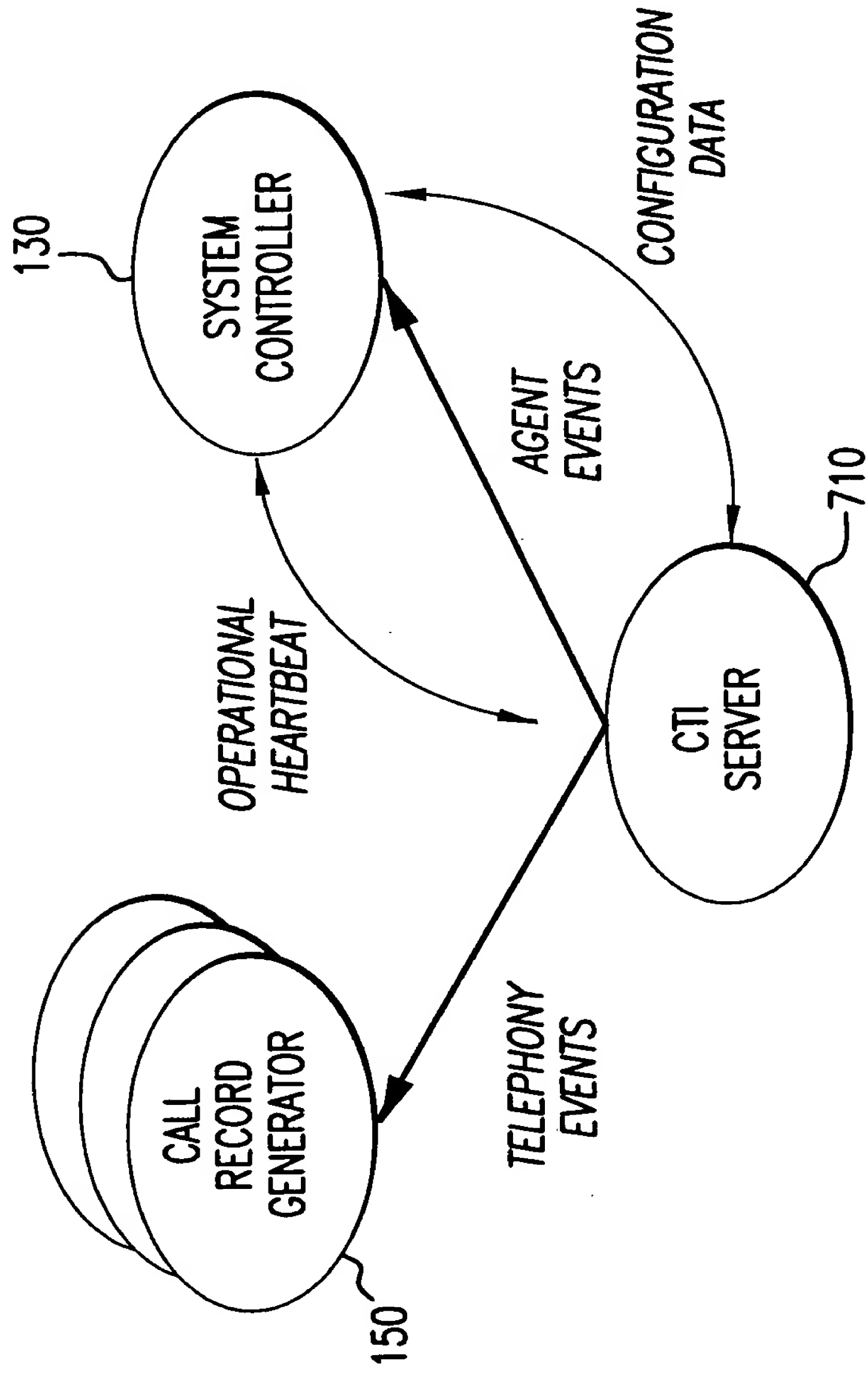


FIG.7

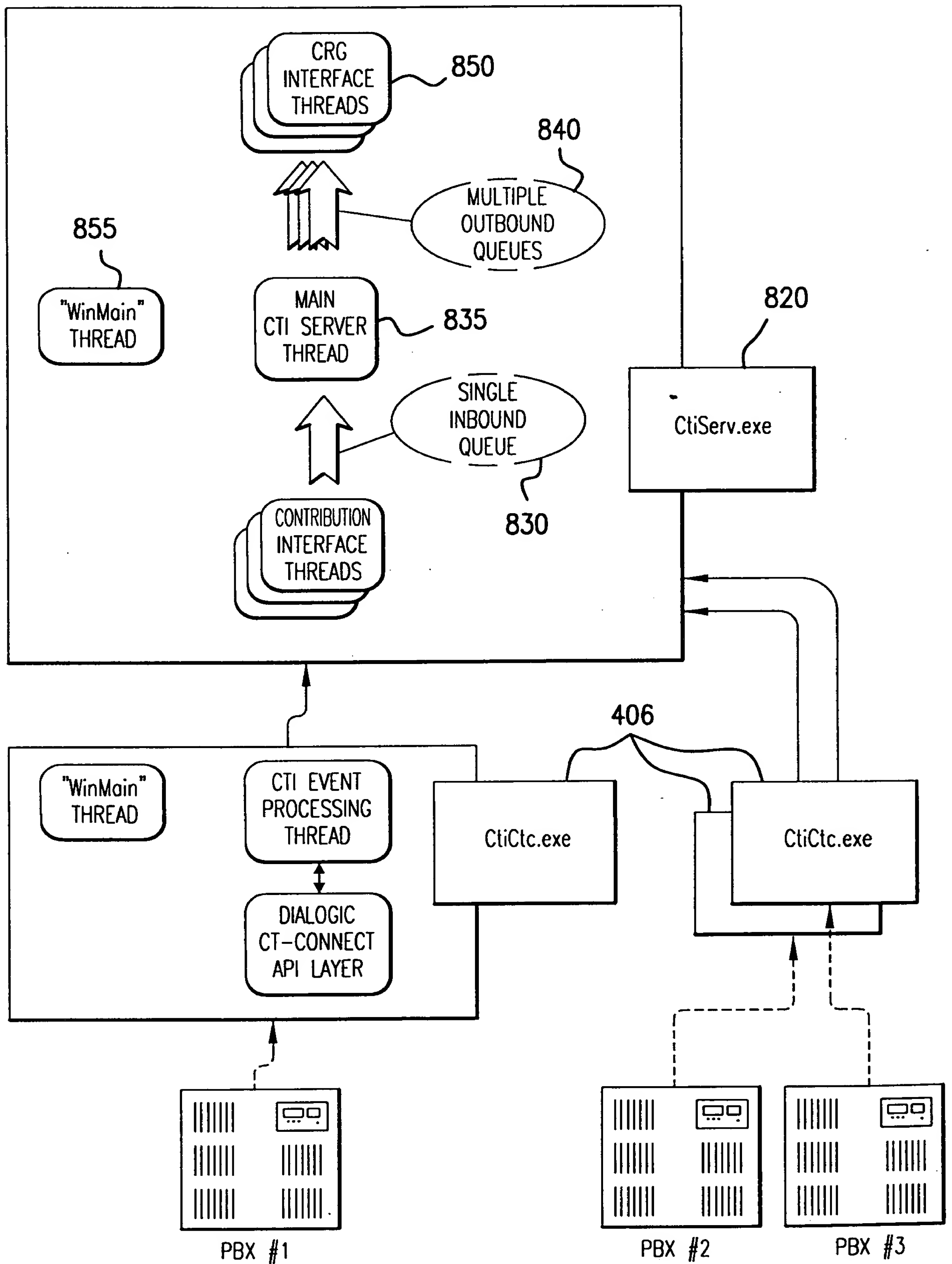


FIG.8

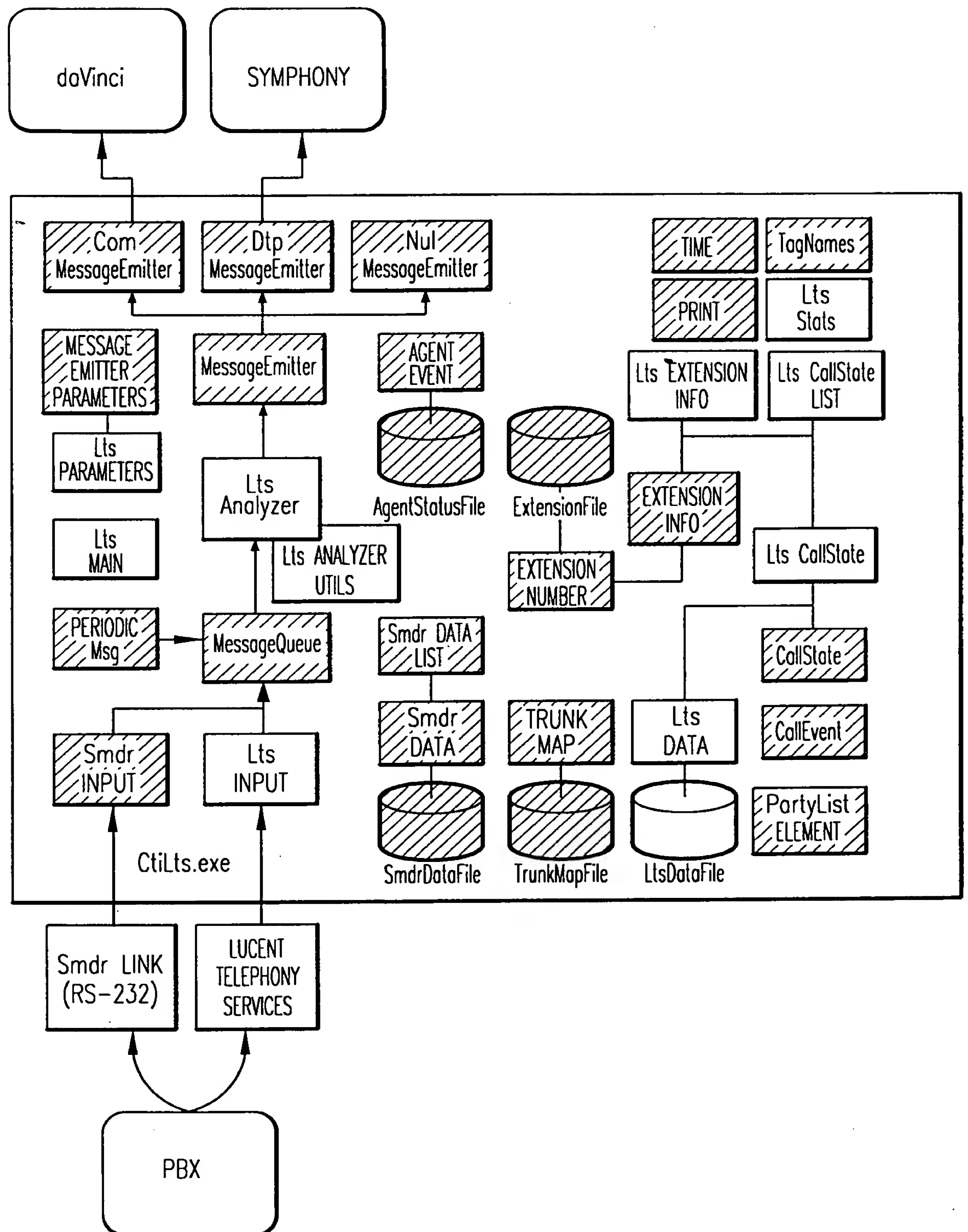
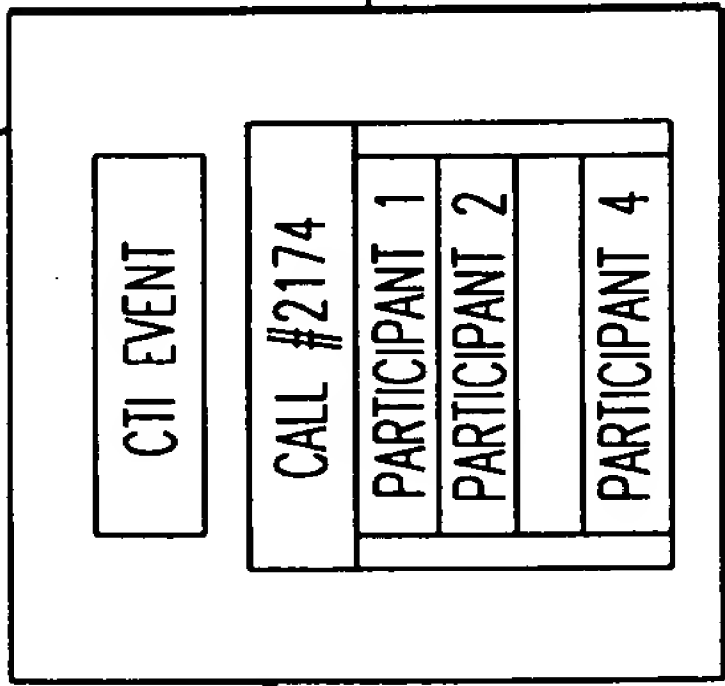


FIG.9

EACH TELEPHONY OBJECT WITHIN OUR MODEL HAS A STATUS THAT REFLECTS THE LAST INPUT CTI EVENT ALONG WITH OUR ABSTRACTION OF THE CALL AND ITS PARTICIPANTS.

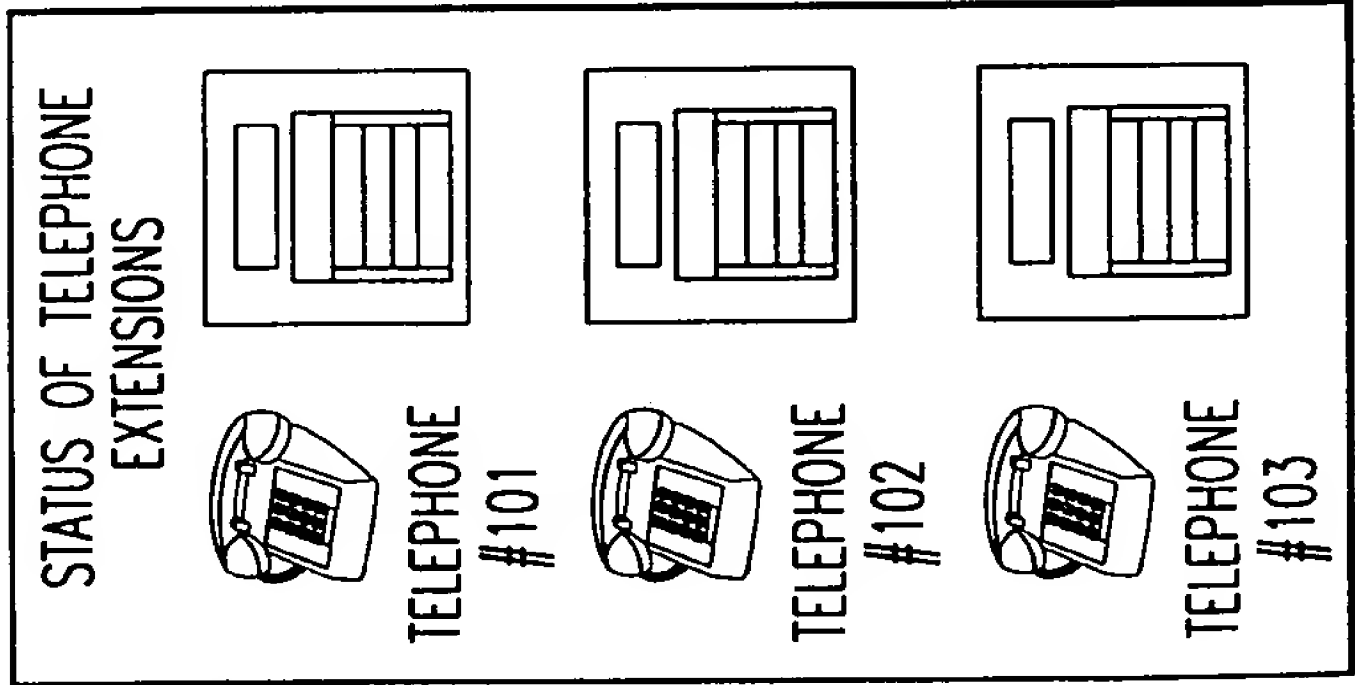
EACH PARTICIPANT RECORDS AN ENTITY'S INVOLVEMENT WITH THE CALL, INCLUDING STARTING & ENDING DATE/TIME, AND REASON CODES FOR HOW IT JOINED AND LEFT THE CALL.

1010

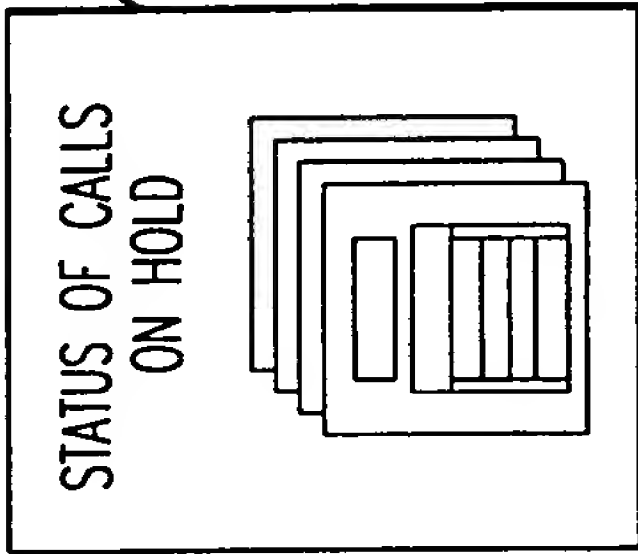


THE LIST OF PARTICIPANTS IS A CUMULATIVE HISTORY OF THE LIFETIME OF THE CALL. WHEN A PARTY JOINS THE CALL, A NEW PARTICIPANT IS ADDED WITH A STARTING DATE/TIME AND REASON CODE. LATER, WHEN A PARTY LEAVES THE CALL, THE PARTICIPANT ENDING DATE/TIME AND REASON CODE ARE FITTED IN. THE LAST ALWAYS STARTS WITH AT LEAST 2 PARTICIPANTS, AND IT MAY GROW LONGER AS PARTIES BECAME INVOLVED DURING THE LIFE OF THE CALL. ENTRIES ARE NOT REMOVED FROM THE LIST UNTIL THE ENTIRE CALL IS PURGED FROM MEMORY.

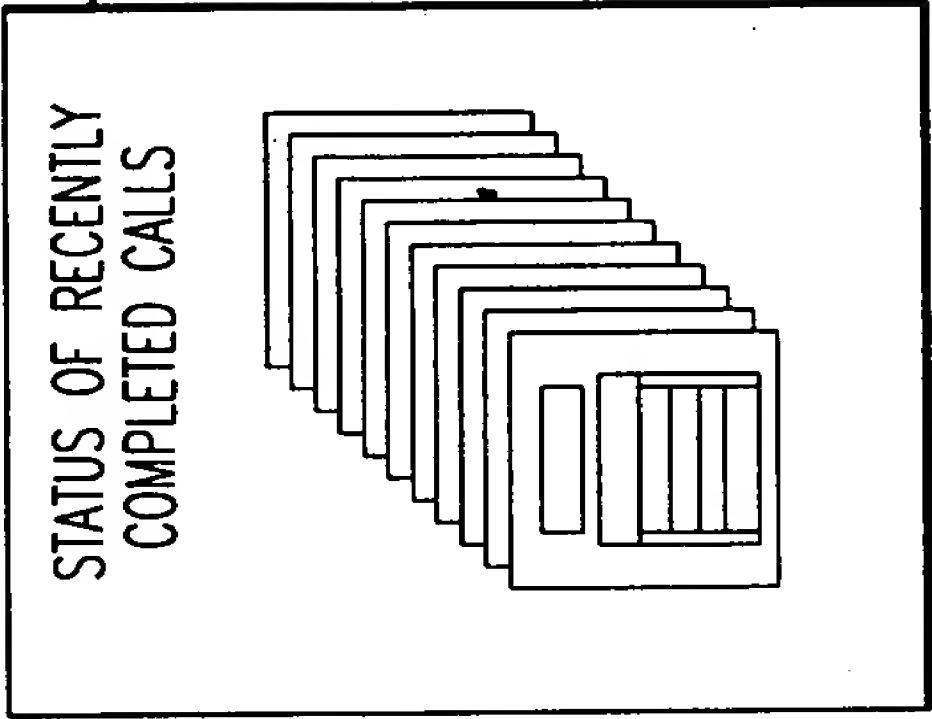
1020



1040



1050



1030

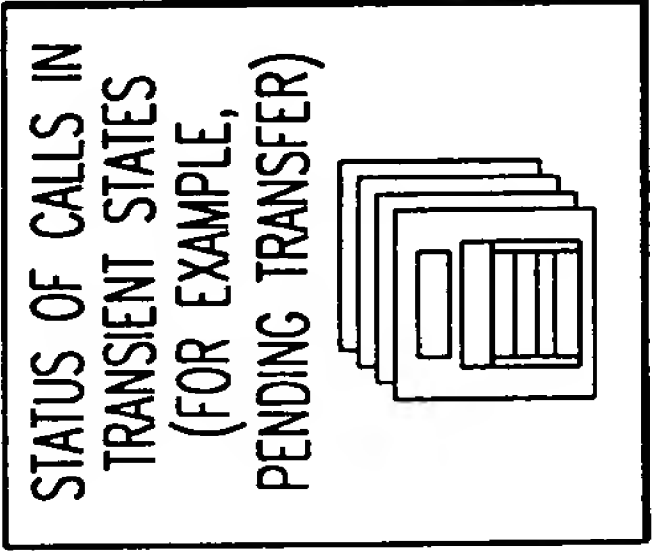


FIG.10

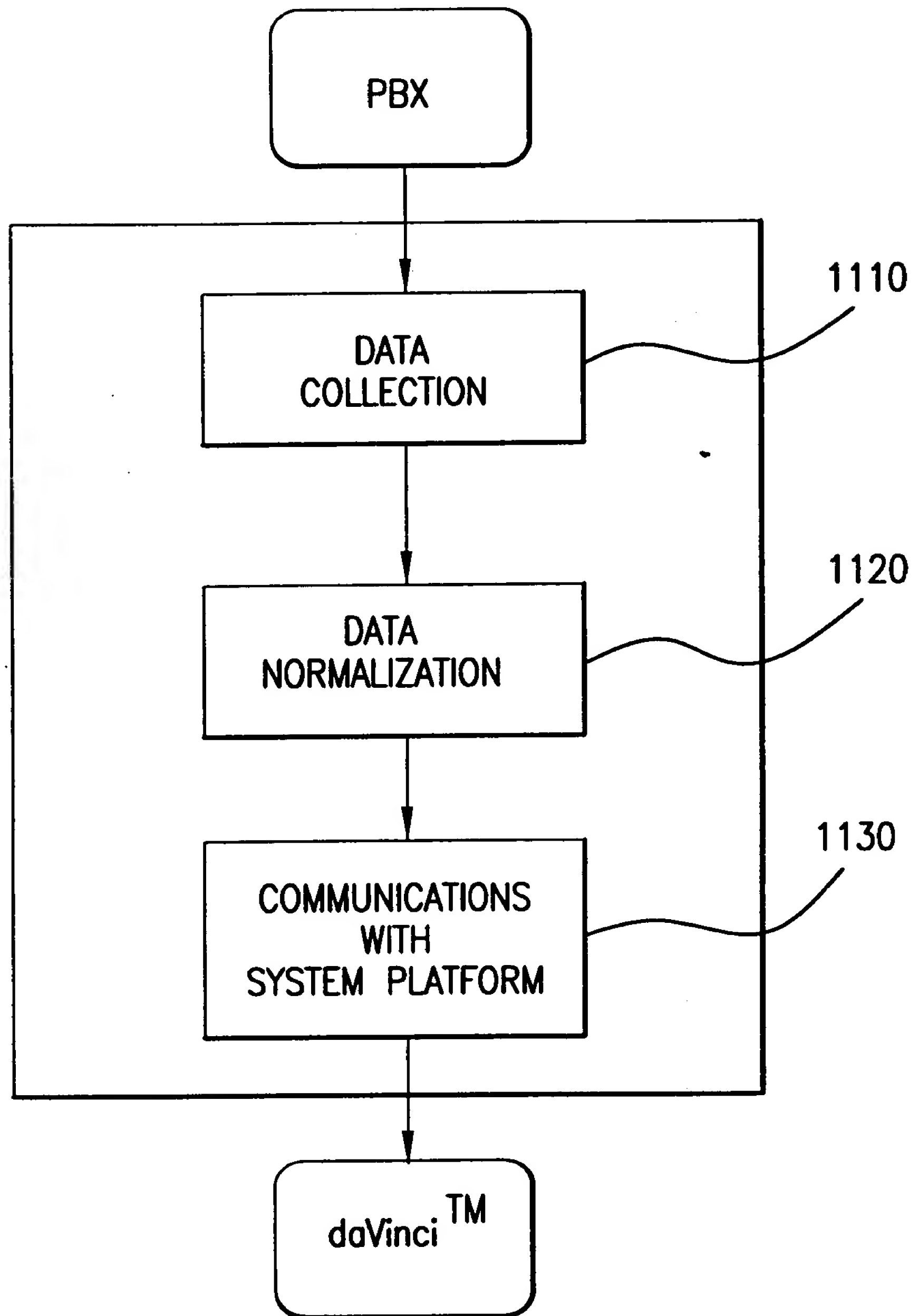
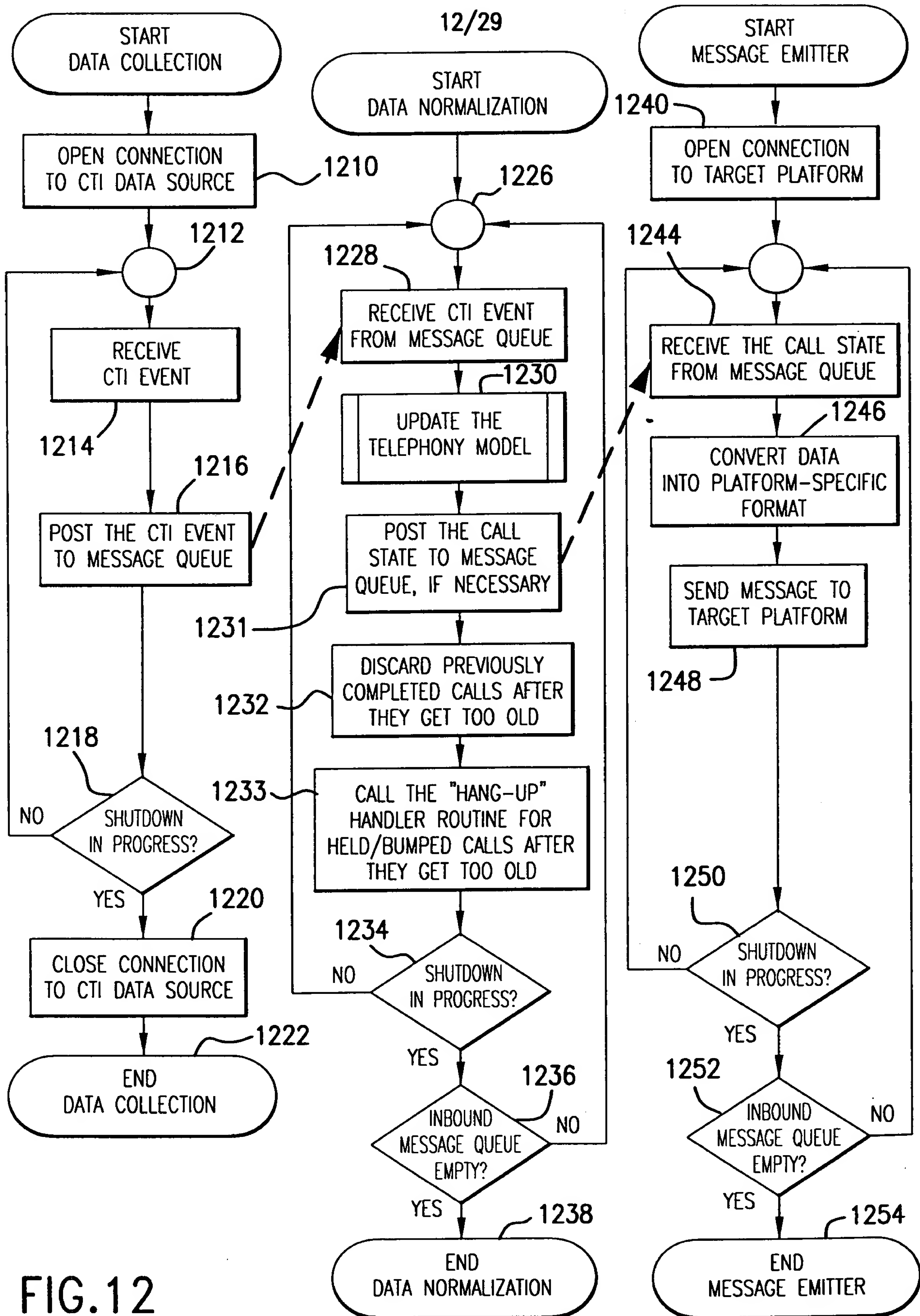


FIG.11



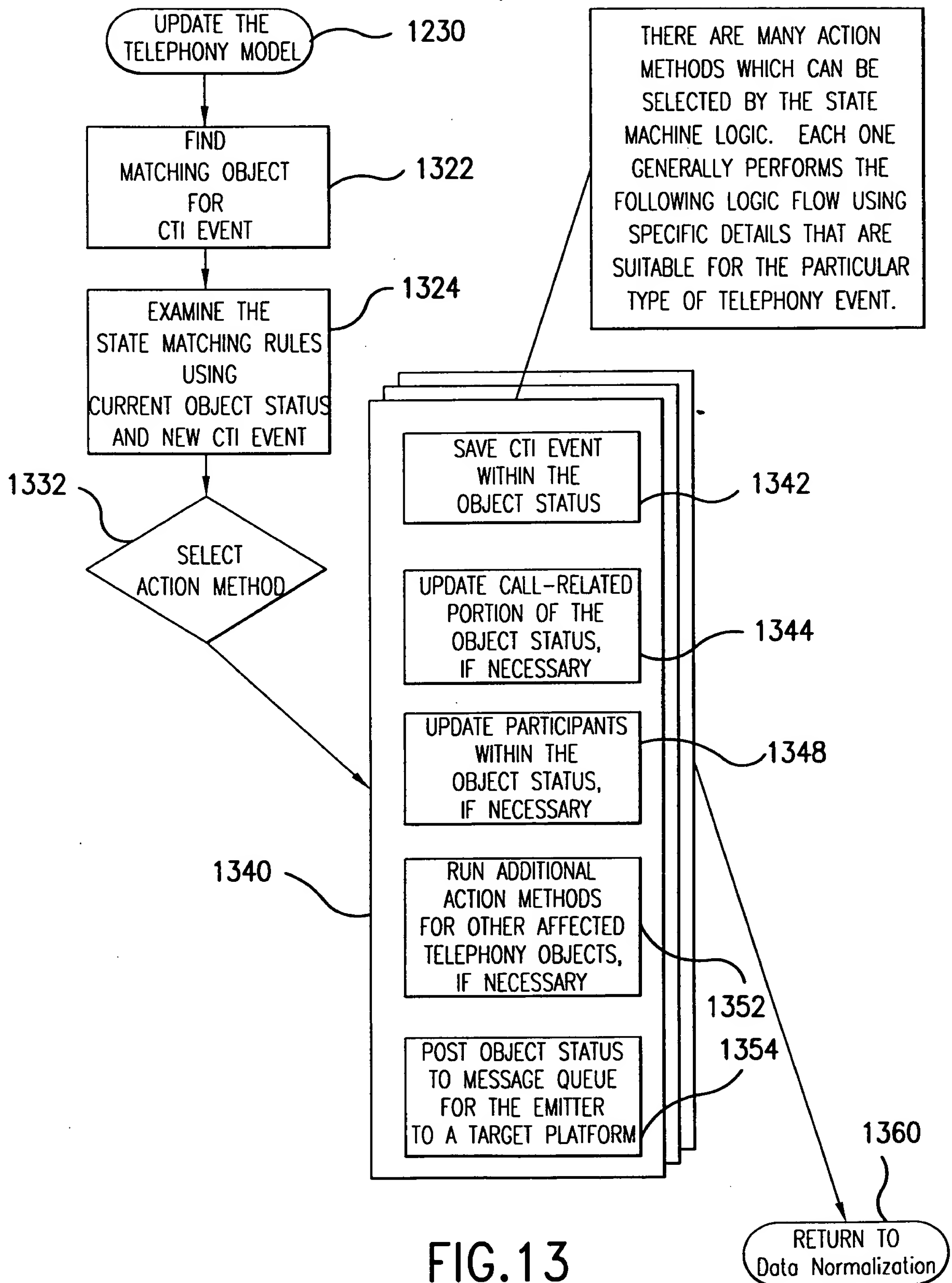


FIG.13

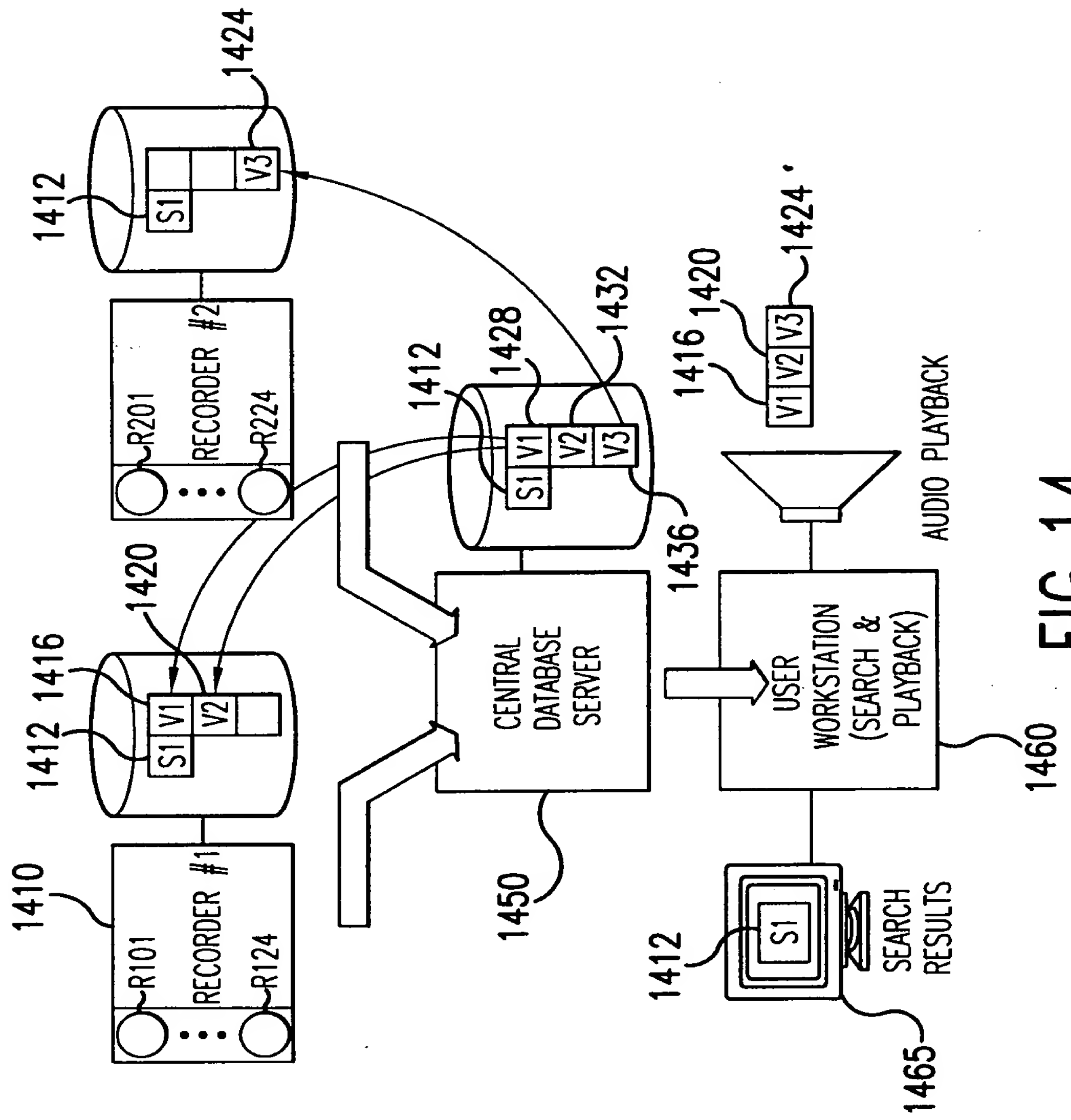


FIG. 14

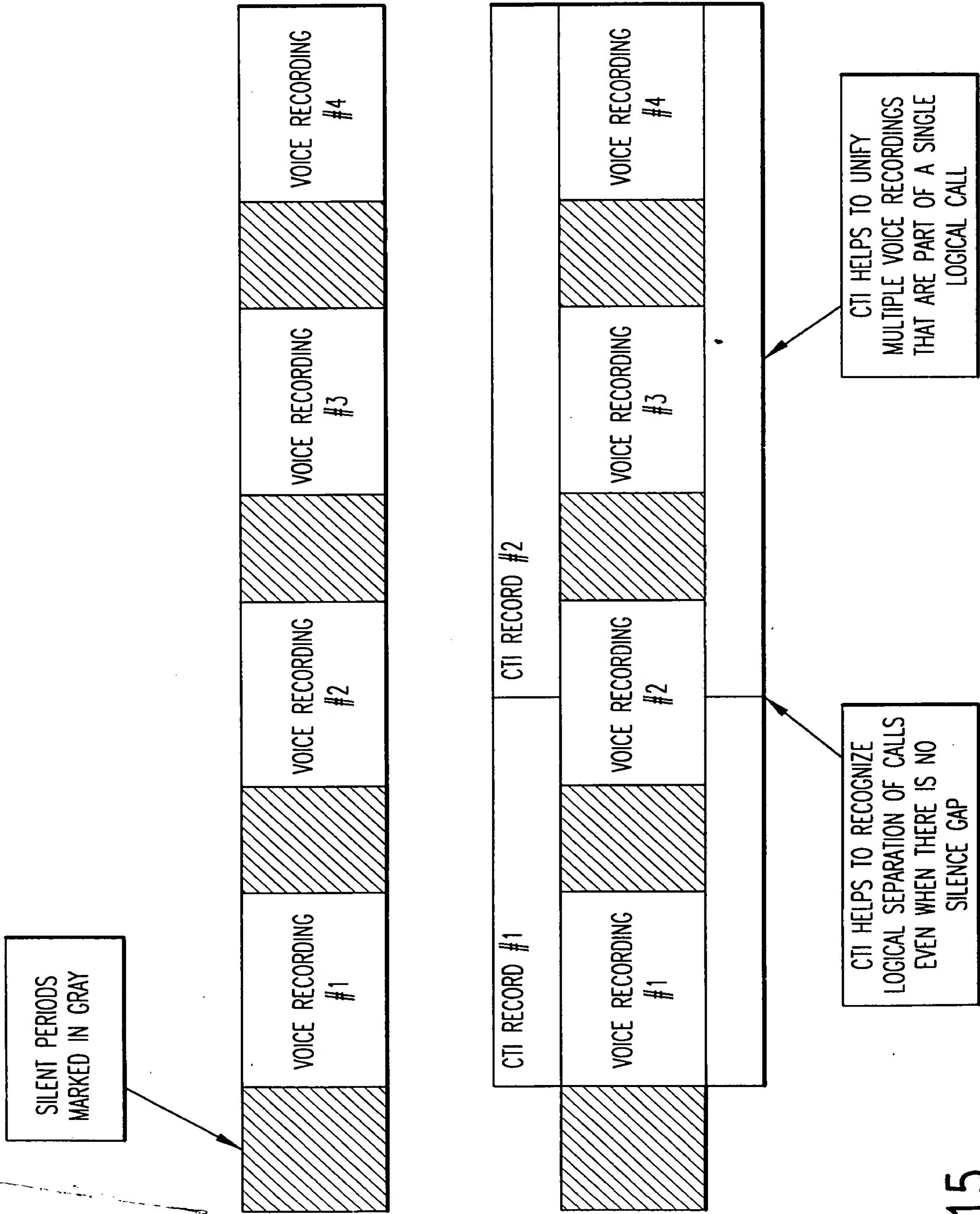


FIG.15

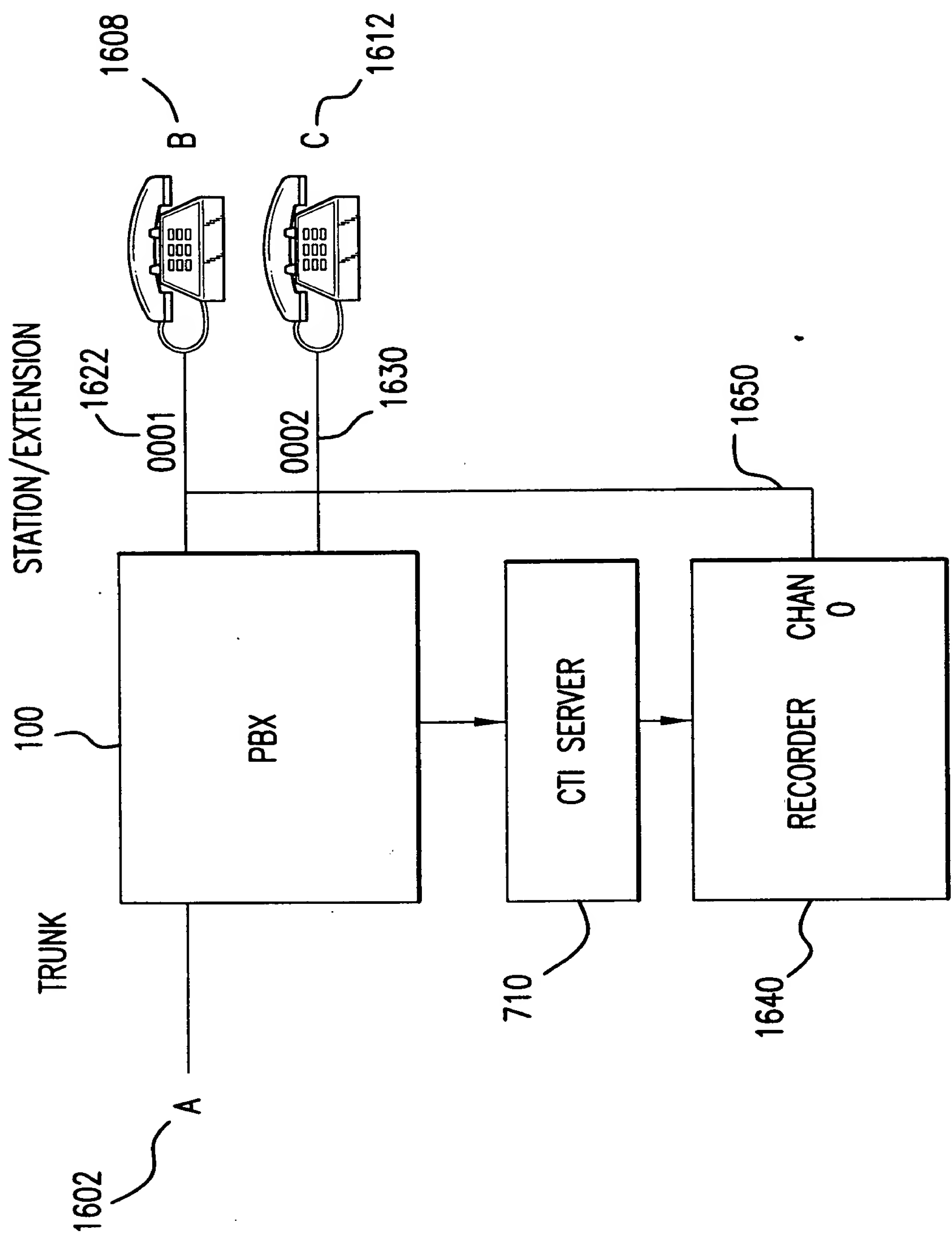


FIG.16A

AgentId	EXTENSION	LOCATION	START TIME	END TIME	CONNECT REASON	DISCONNECT REASON
A		EXTERNAL	t_1	t_7	NORM START	NORM DROP
B	0001	INTERNAL	t_1	t_4	NORM START	Xfr AWAY
HOLD		INTERNAL	t_4	t_6	Xfr Rec	Xfr AWAY
C	0002	INTERNAL	t_6	t_7	Xfr Rec	OTHER PARTY HANGUP

FIG.16B

CTI MCR WITH AGENT "B" RECORDED

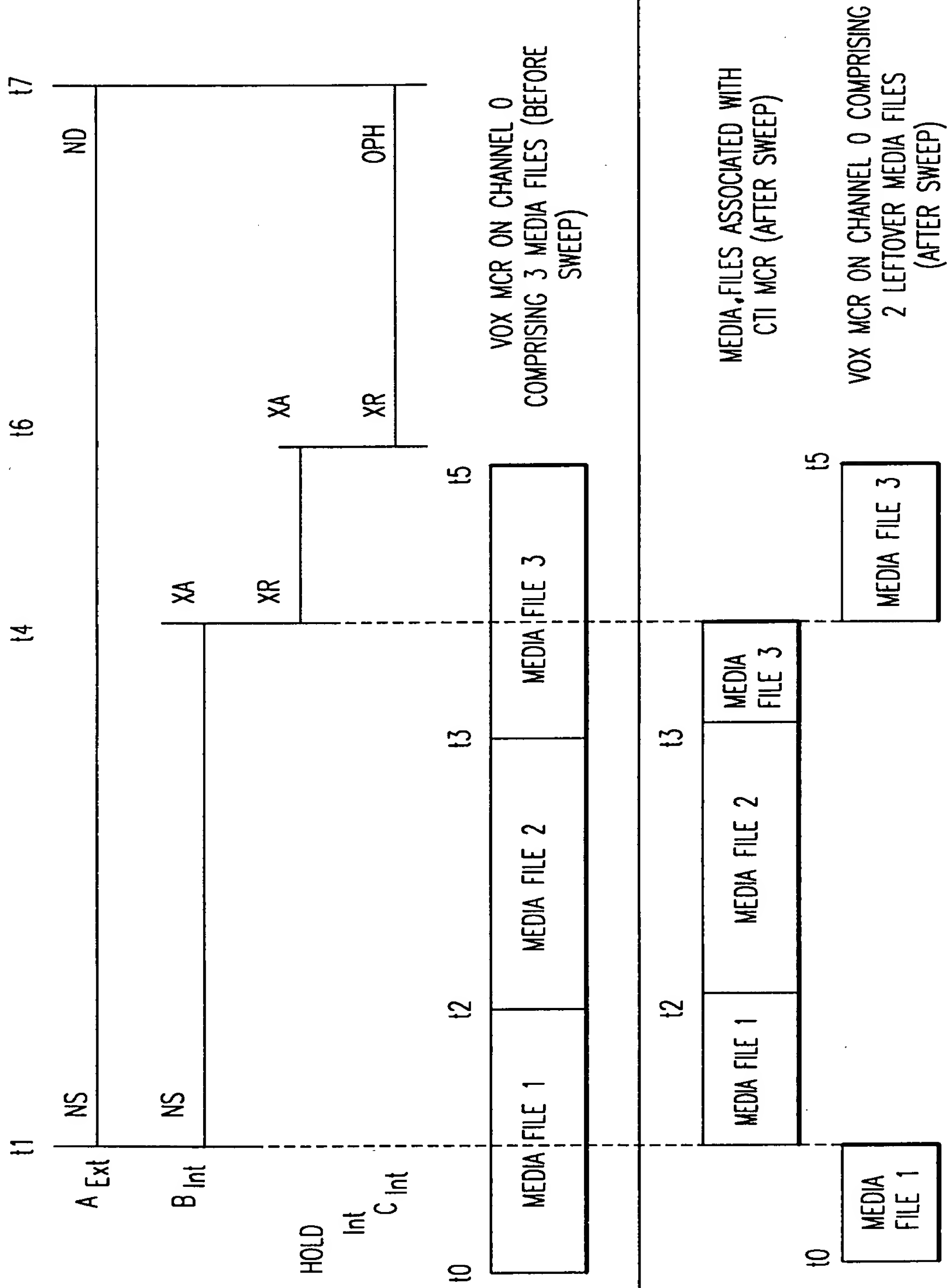


FIG.17

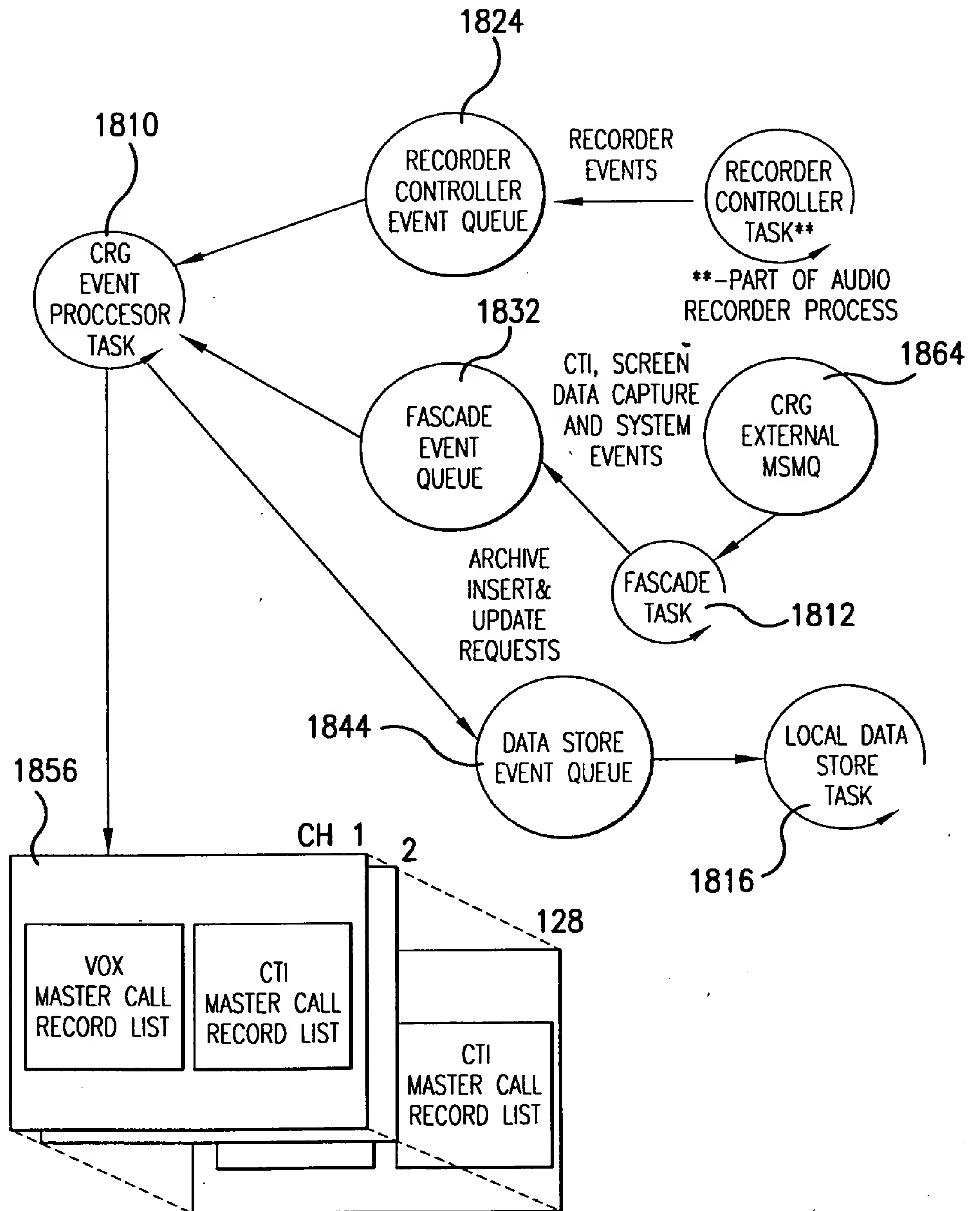


FIG. 18

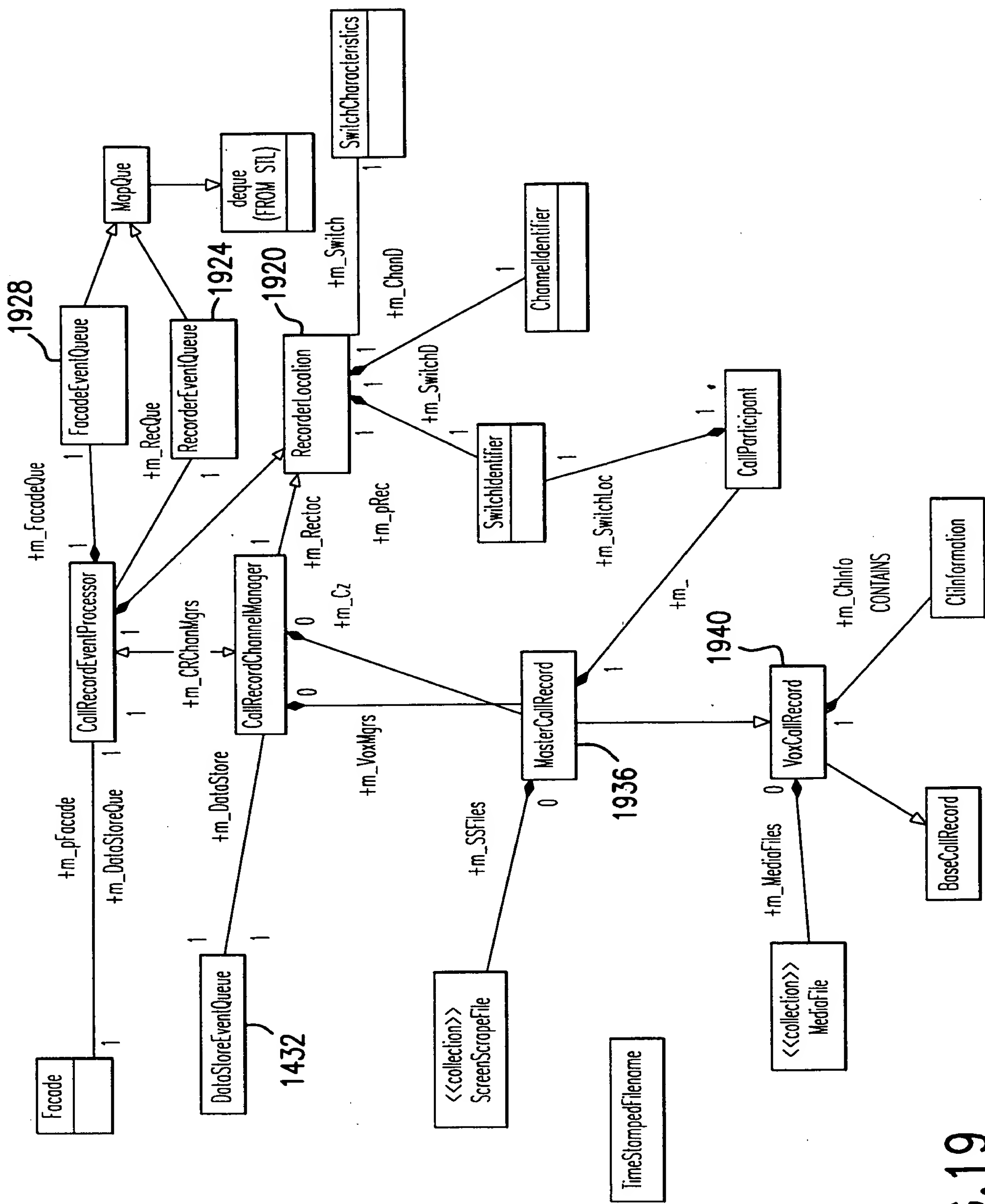


FIG.19

STREAM CONTROL MANAGER:INITIALIZATION SEQUENCE

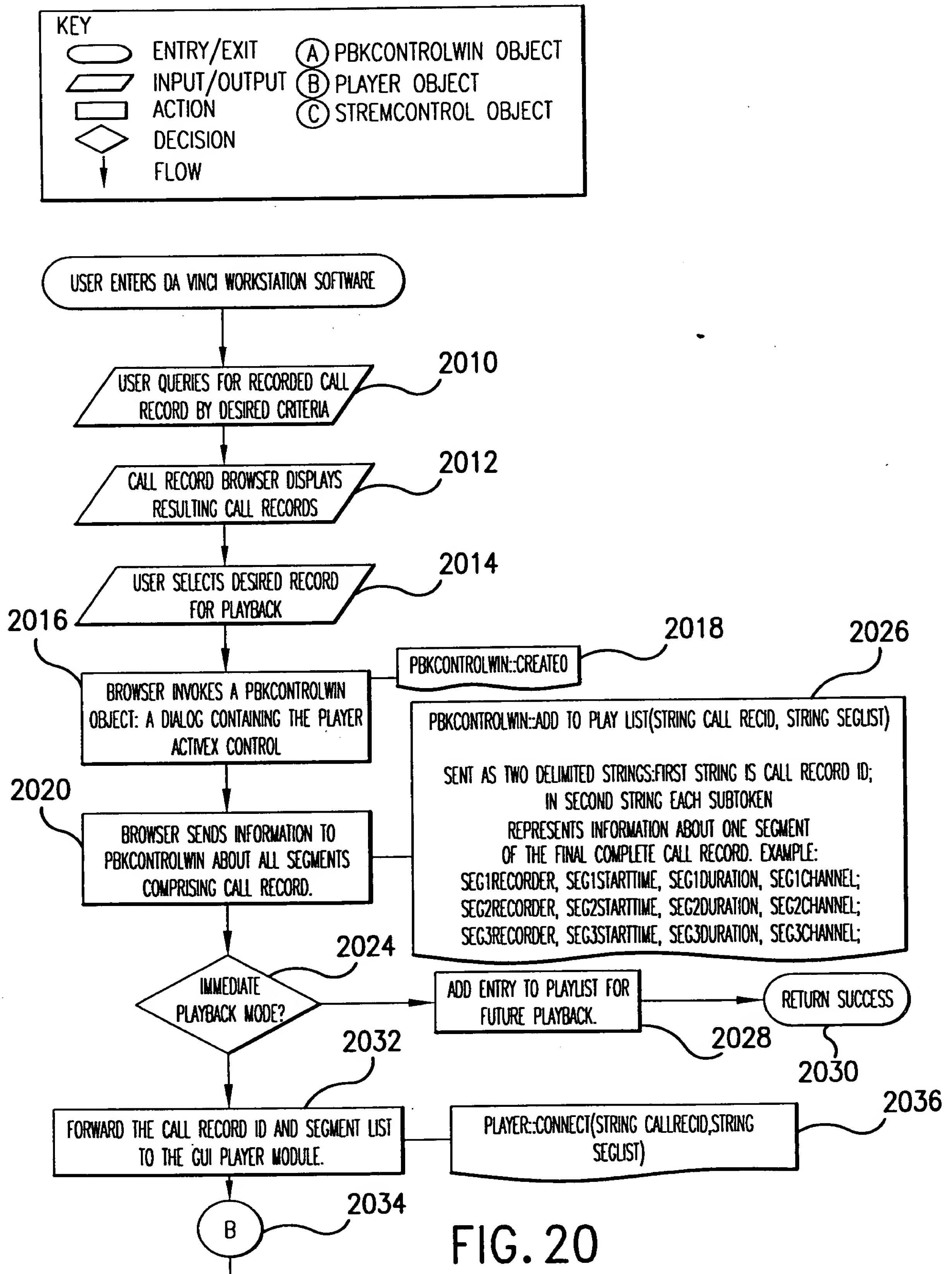


FIG. 20

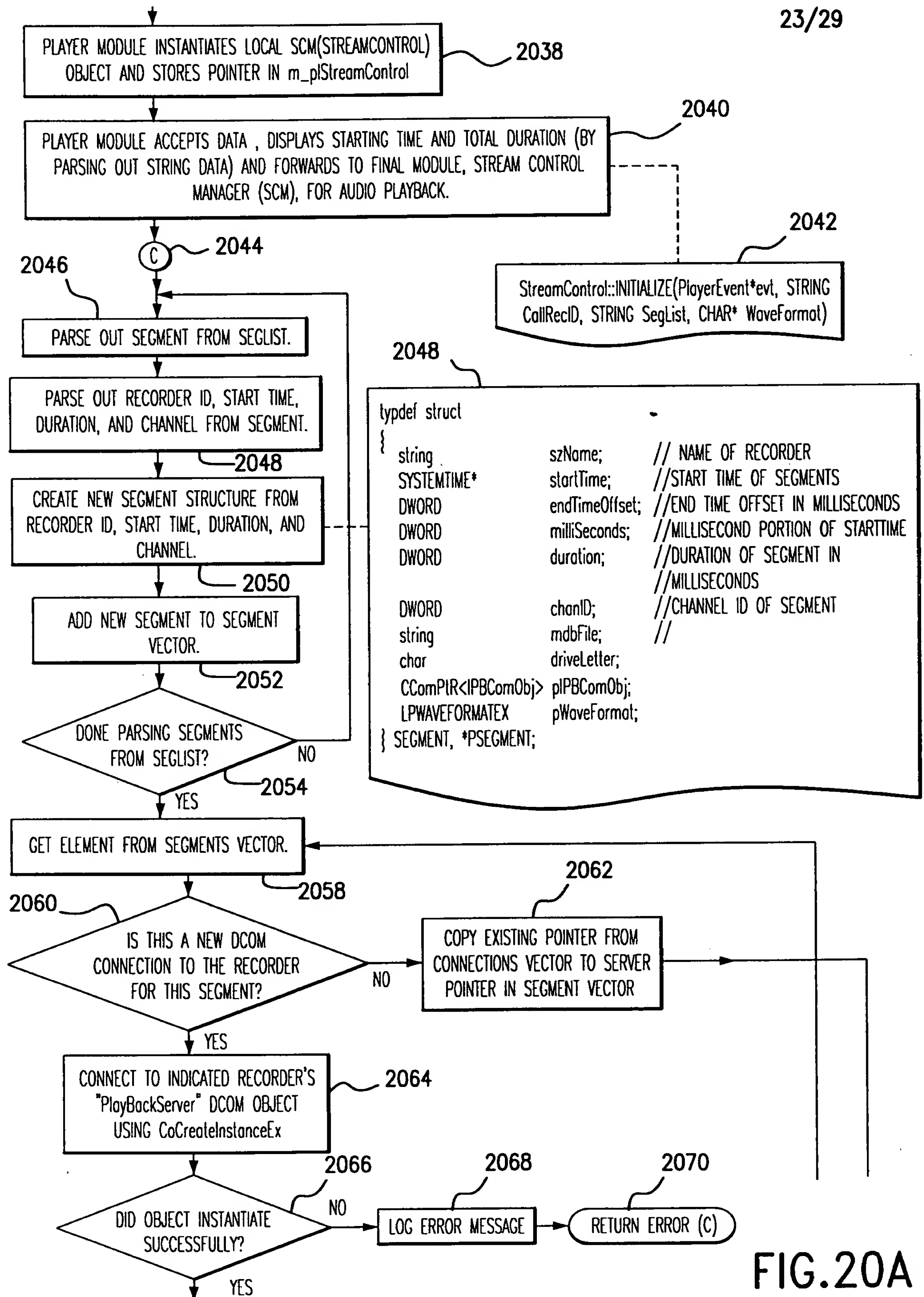


FIG.20A

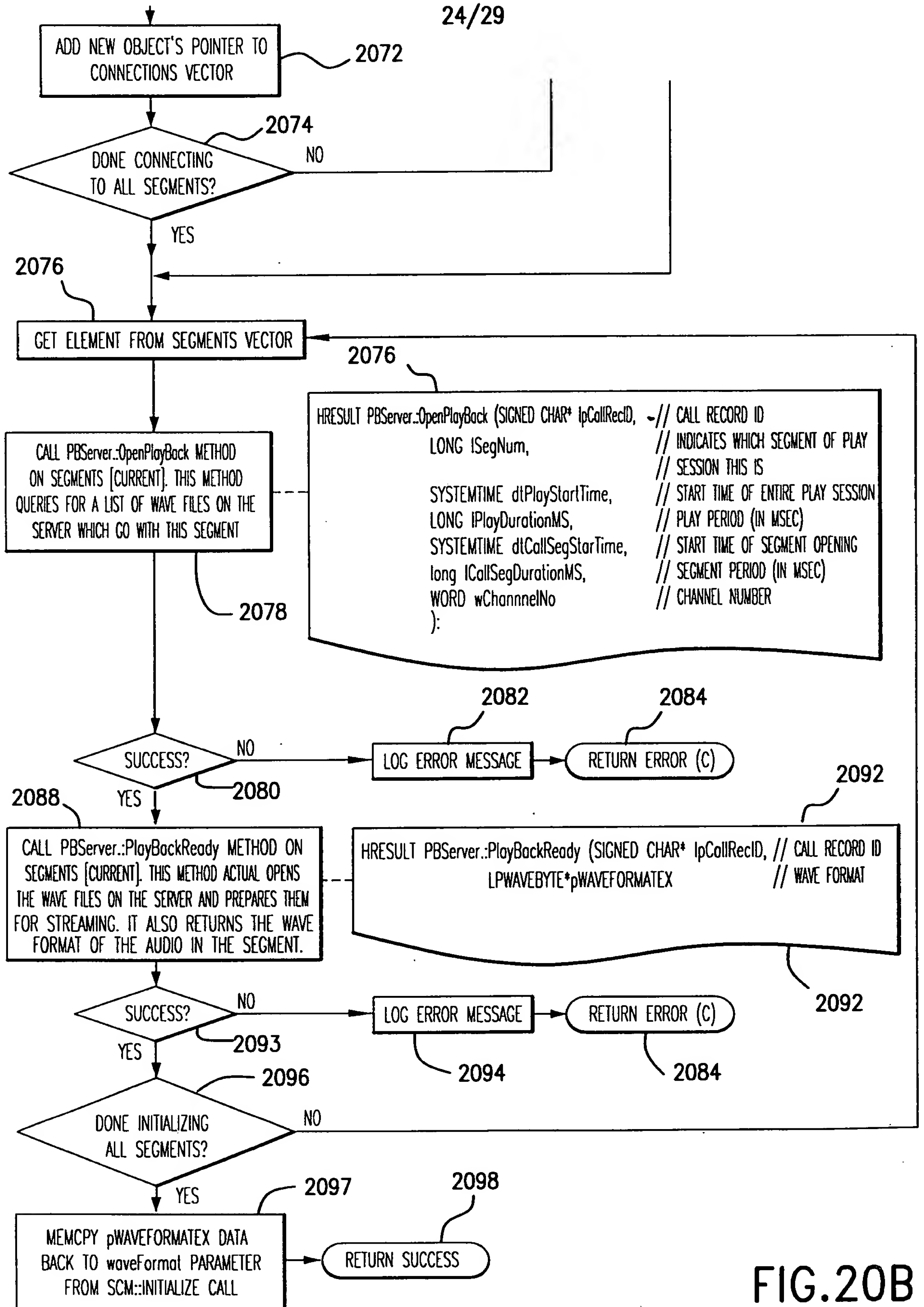


FIG. 20B

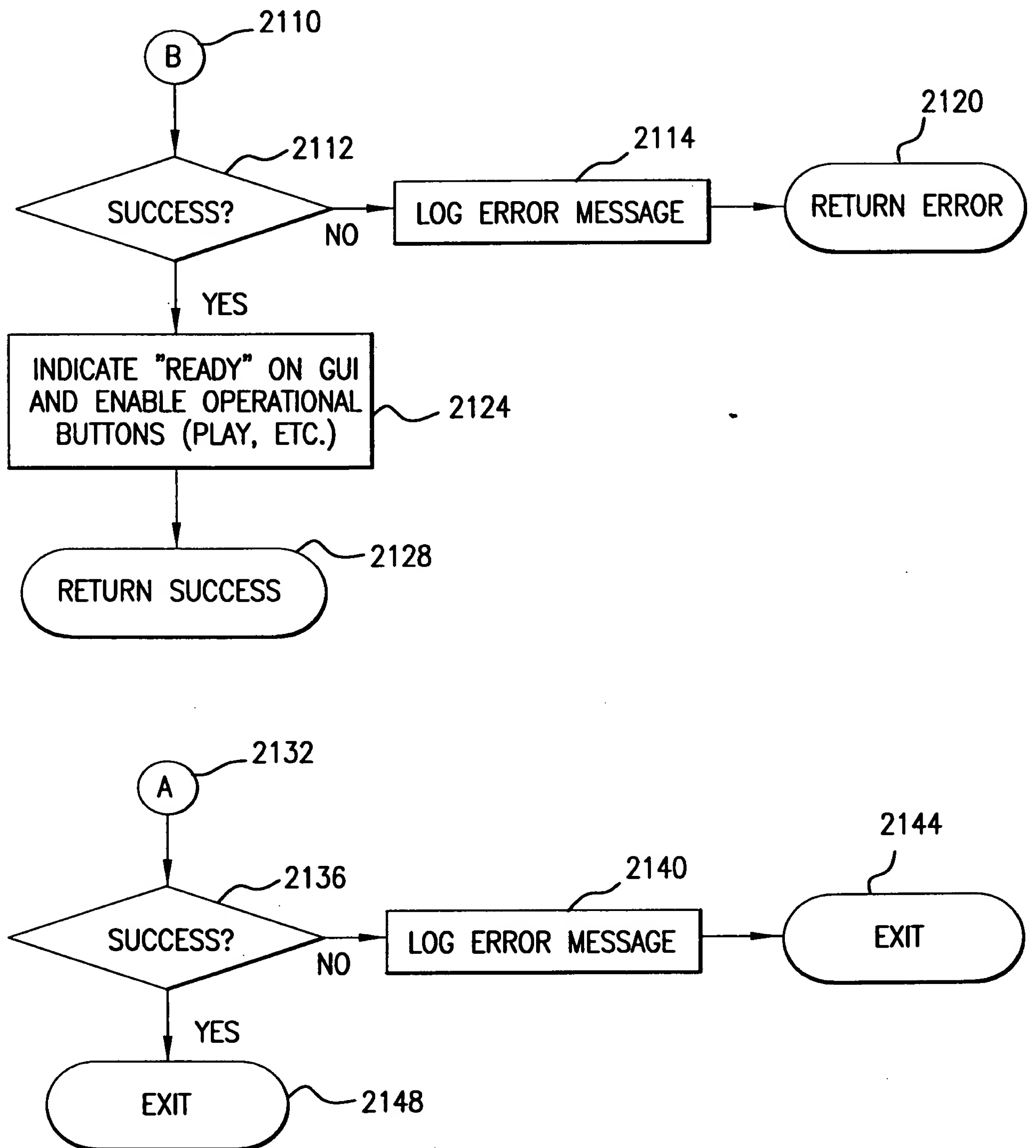


FIG.21

KEY: STREAM CONTROL MANAGER:
PlayBack SEQUENCE

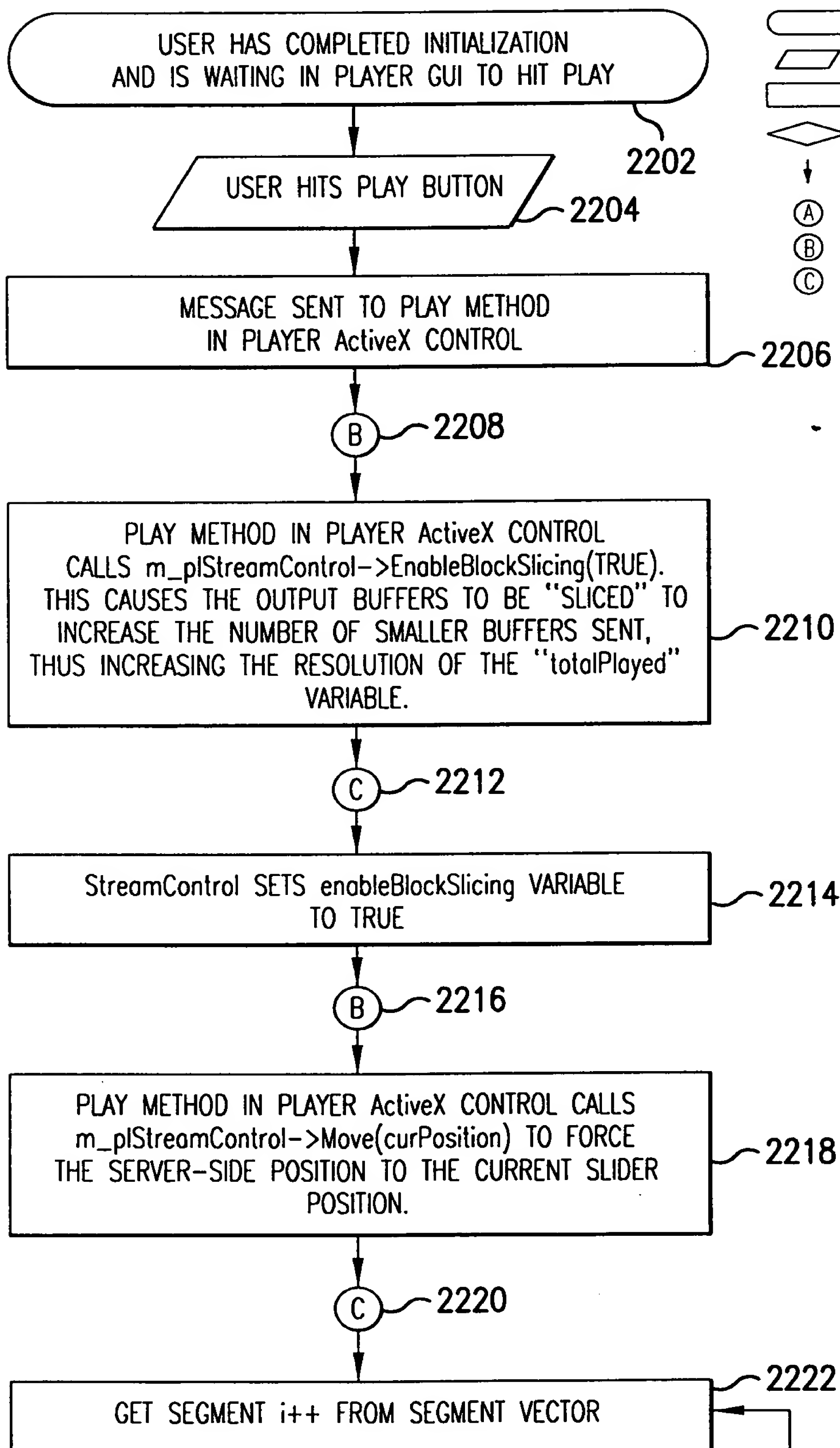
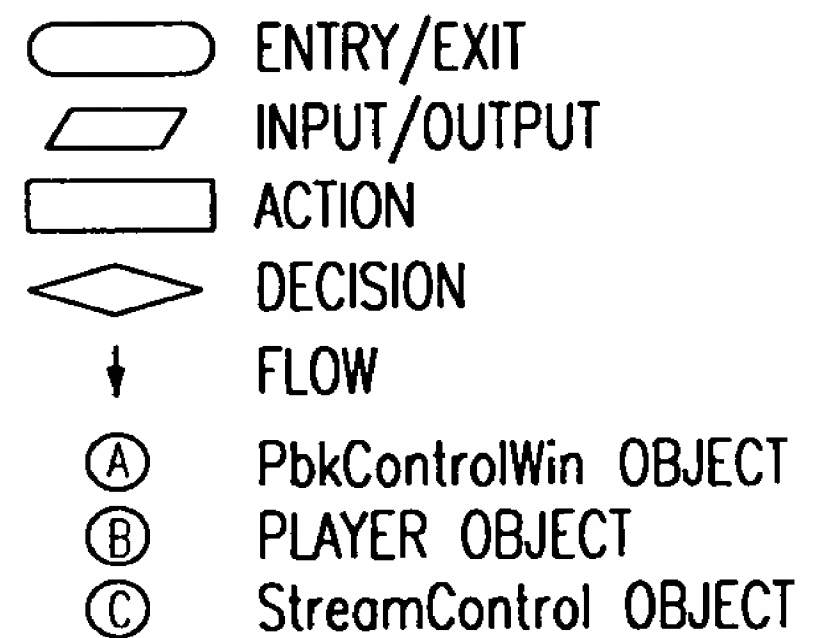


FIG.22

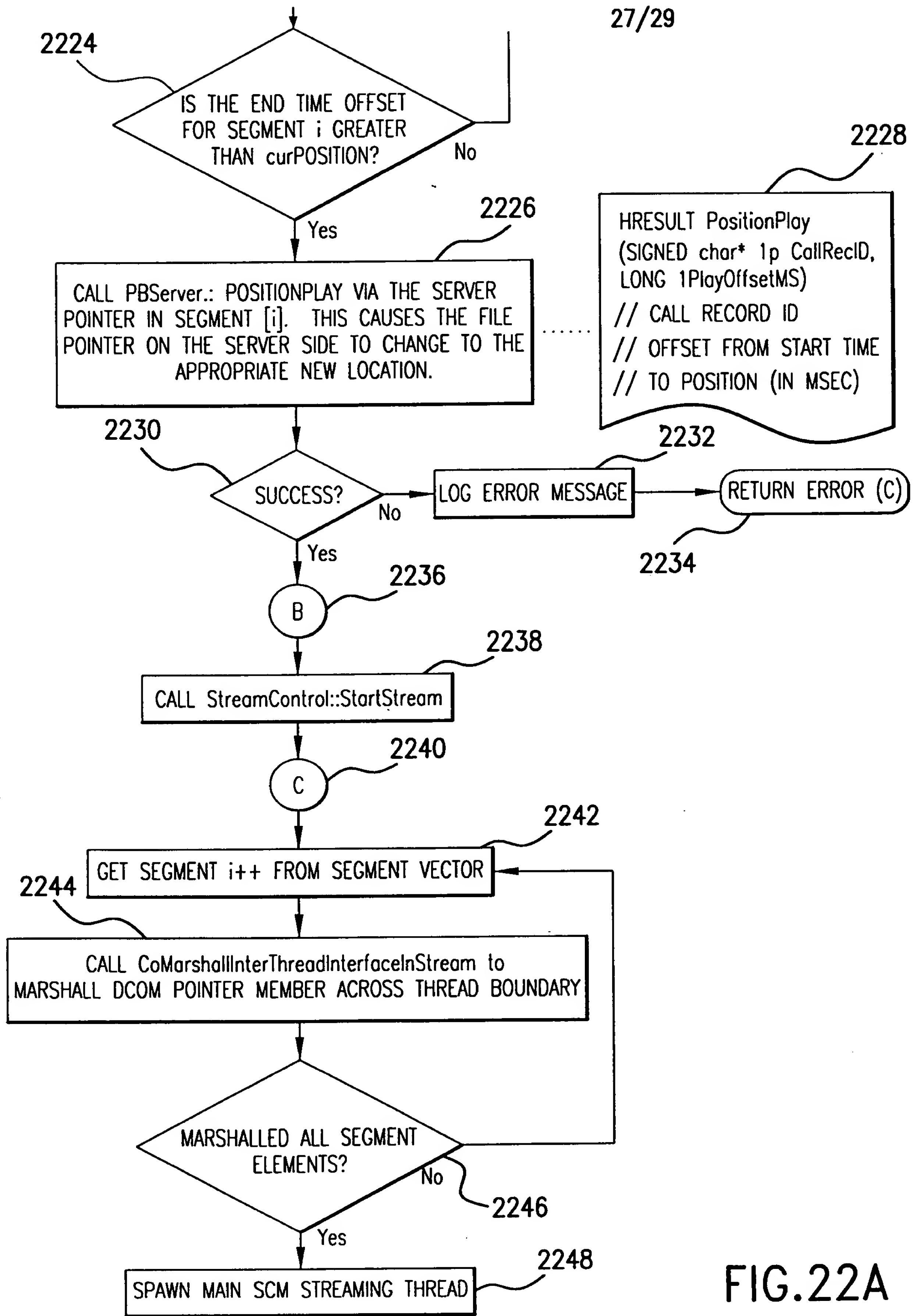
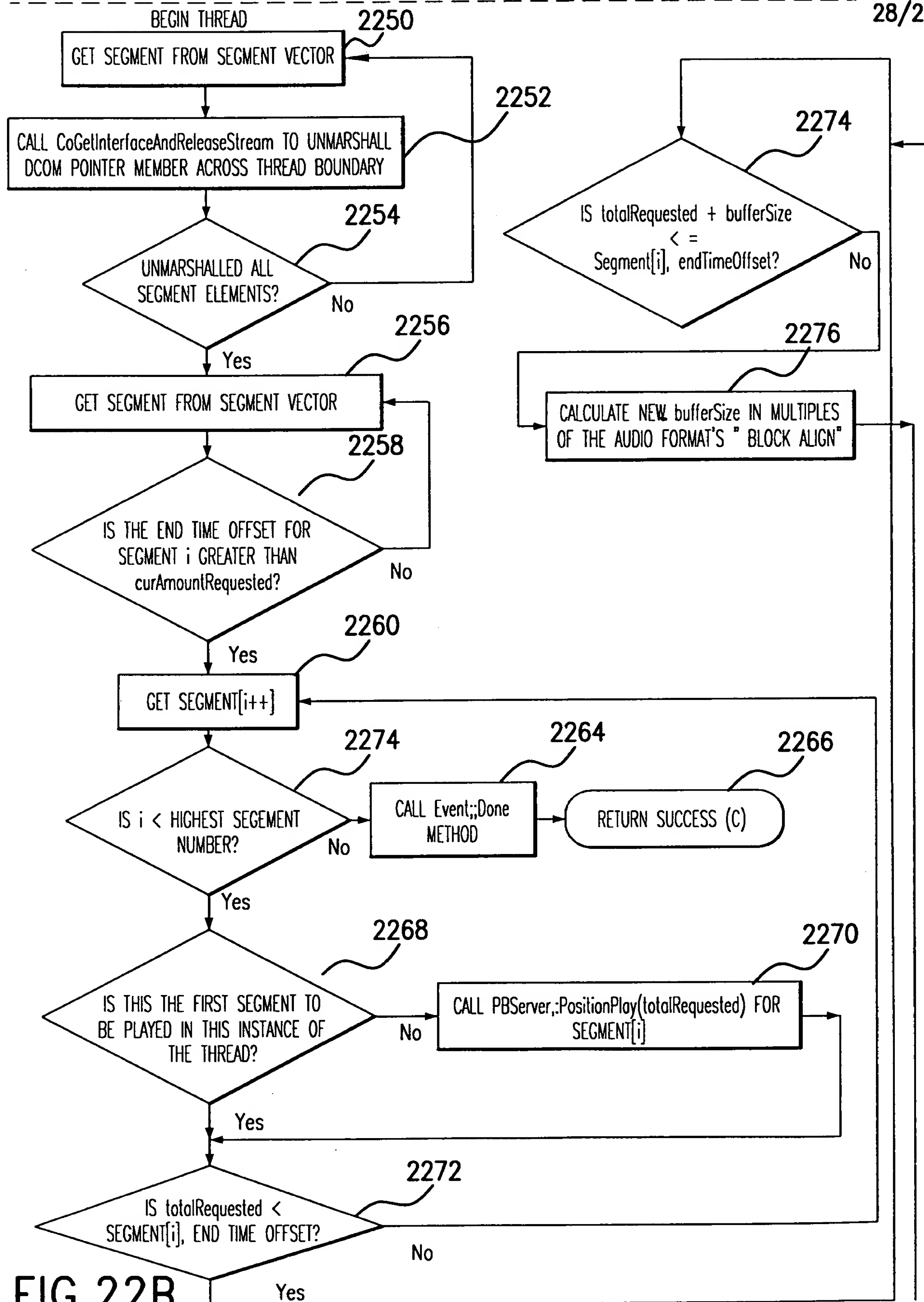


FIG. 22A



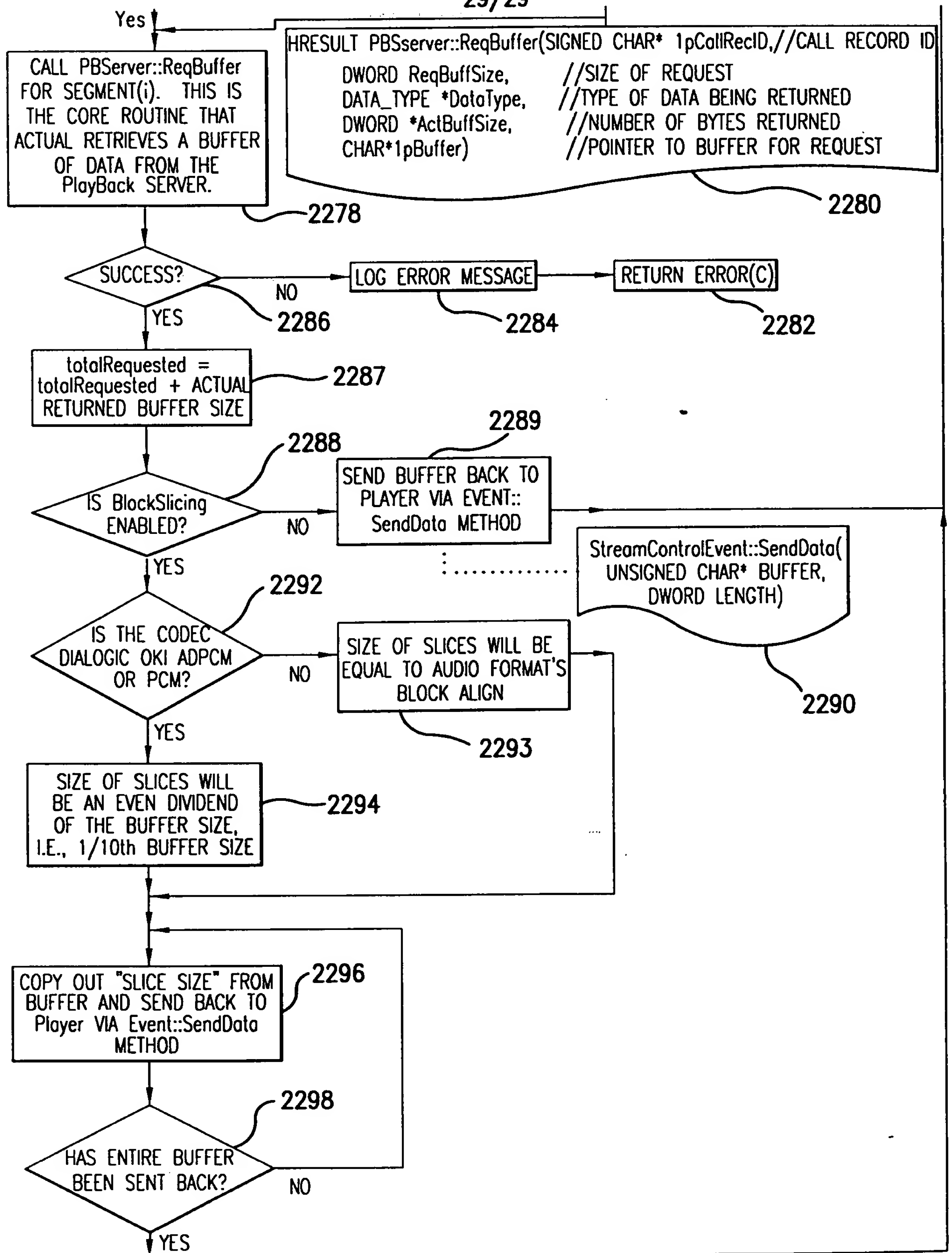


FIG.22C